



LESTER B. PEARSON

Continuing Education

# Computing Support and Networks

Competency Code	Competency Description	Competency Hours
962012	Determine their suitability for the occupation and the training process	30
962025	Analyze the architecture and operation of computer systems	75
962038	Exploit the possibilities of operating systems using older technology	120
962043	Apply a problem-solving method	45
962052	Research information	30
962068	Develop a utility program	120
962074	Interact in various work situations	60
962088	Exploit the possibilities of application software	120
962096	Exploit the possibilities of operating systems using recent technology	90
962106	Create and use a database	90
962116	Install the hardware and software of a computer	90
962122	Manage their time	30
962135	Communicate in French	75
962148	Manage access to the resources of a network	120
962157	Install the shareable resources of a network	105
962166	Exploit the possibilities of telecommunications facilities	90
962173	Manage their careers	45
962186	Troubleshoot a computer problem	90
962194	Optimize the performance of a computer	60
962205	Provide technical support at a telephone help desk	75
962218	Ensure the proper operation of computers in the workplace	120
962228	Provide service to clients in the workplace	120
	Total Program Hours	1800

Available at:



LESTER B. PEARSON  
Pearson Electrotechnology Centre



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